

TEXAS DEPARTMENT OF LICENSING AND REGULATION

www.tdlr.texas.gov

COMPLAINT FORM

Mail To:
**TEXAS DEPARTMENT OF LICENSING AND
 REGULATION**
ENFORCEMENT DIVISION
P.O. BOX 12157 • AUSTIN, TEXAS 78711
(800) 803-9202 • (512) 539-5600
FAX 512-539-5698

Date Received:
 (For Department Use Only)

FEB - 8 2018

INITIAL

AUSTIN

Notice

Under the Texas Public Information Act, the complainant's identity is not confidential. In the event your complaint is opened for investigation, enforcement procedures require a copy of the complaint and all associated documentation be forwarded to the Respondent including your name and contact information.

A. You, as the complaining party: (If you wish to file your complaint anonymously to ensure your identity is not revealed, you must leave this section blank. If you file your complaint anonymously you will not receive case status updates.)

Name: JENNIFER RAE BAILEY AND MIGUEL HERRERA (HUSBAND) (FATHER)

Address: 2352 WILDOAK DR

City: DALLAS State: TX Zip: 75228

Work Phone: (469) 243-6375 Home Phone: (469) 401-4777 Fax: (972) 820-7970

E-Mail: [REDACTED] AND [REDACTED]

Contact from the Department will be via e-mail if you provide an e-mail address

B. Would you be willing to testify if this case goes to a hearing? Yes ☒ No ☐

C. The person, firm, building or facility you are complaining about (Respondent):

Name: MAEVE NORTHCROSS CPM, LM

Company or Facility Name: "THE HAVEN" SACRED PATH MIDWIFERY

Physical Address: 4813 BROADWAY STREET SUITE B

City: ADDISON State: TX Zip: 75001

Mailing Address (if different than above):

City: State: Zip:

Telephone numbers: Office - (817) 629-0722 Fax-

E-mail: [REDACTED]

License or Registration Number:

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D. Explanation: Describe your complaint in detail. Include dates, names, locations, type of service provided by respondent and events leading to you filing this complaint. If the space provided below is not adequate, you may attach additional pages. Please include with your complaint, any documentation regarding your complaint.

If you are filing your complaint anonymously it is important that you include any associated documentation (making sure you have removed your name from all documentation). If the information provided with your complaint does not contain enough information for the Department to believe a violation may have occurred, your complaint may not be opened for investigation.

My experience with Maere started off strong and very hopeful. She said all the right things to gain her confidence. This being my first birth and experience with a midwife I trusted in her and what she ~~spoke~~ ^{shared} to me with me. As time went on the layers of how she operates was revealed to me. I will take full responsibility for being naive and trusting, but her manipulation of my ignorance of the process was criminal. ~~My last week of pregnancy she~~ I tolerated this behavior in hopes that my homebirth experience would be worth all the uncertainty of her behavior. Finally, my last week of pregnancy she took that hope away from me. The final interaction with her I felt traumatized by her ~~horrible~~ ^{harsh} accusations, lies, stating she was going to abandon ~~my~~ birth plan. In fact she withheld information from me to have a private conversation with the baby's father about me. At ~~without~~ my consent. This forced my family to ~~raise~~ ^{raise} the funds for a new midwife that would take me on in my final week so I didn't have to change my birthplan that I have been preparing for since the decision to do a homebirth. Attached is more detailed information of my family's experience.

SIGNATURE BLOCK

Signature of the complaining party

2-7-2018
Date

Fw: MIDWIFE COMPLAINT TO NTMA
AND TO TDLR

Miguel Herrera

Thu 2/1/2018 7:31 PM

STATEMENT OF
MIGUEL HERRERA,
HUSBAND OF JENNIFER BAILEY
AND FATHER OF CHILD.

WE PAID MAEVE \$4,000
TO DELIVER OUR BABY AND
SHE ABANDONED US ON JANUARY 10,
2018

From: Miguel Herrera

Sent: Thursday, February 1, 2018 7:30 PM

To: [REDACTED]
Subject: MIDWIFE COMPLAINT

← MAEVE IS ALSO ON THE BOARD OF NTMA
THIS IS THE ENTIRE COMPLAINT LETTER I SENT TO
BOTH MAEVE AND THE NTMA.

Hello,

I am writing this with a heavy heart after having the most traumatic experience with one of the Midwives on your board. This is the story of Abandonment starred by Maeve Northcross, formerly known as Dr. Jenée M. Ohvrall. Please read the following email I sent to her and I would like a senior representative of NTMA to call me directly and discuss this alarming matter. If I have to call the News stations of Dallas to report this Con Artist, I will. Please get back to me ASAP, as I am speaking with a Legal team about a Law Suit against Maeve Northcross.

Maeve,

I am writing you in an attempt to find an honorable resolution to the conflict of interest that came up between us in the last two weeks. This is in response to the questionable behavior and treatment that Jennifer and I received by you, the midwife we hired to deliver our first child. It is with deep regret that we were faced with finding another Midwife in our 40th week of pregnancy due to your refusal to complete your end of our agreement. The extreme trauma we have suffered as a result of your conniving tactics and insensitive treatment of a pregnant mother have left a foul taste in our mouths from this interaction. The next portion of this letter will serve as a timeline of events and documentation of the despicable treatment my family and I have endured in the last month engaging with you.

Your lack of care and attention to our home midwife birth became more clear with every appointment we had with you. You were either late or rescheduled every appointment with us, from our very first appointment with you to our last. Not one of the appointments we had with you did you show up on time. We can certainly understand a reschedule or a single tardy for a justifiable cause, but an infraction on ALL of our appointments is extremely unprofessional. It is reasonable for any client to develop concern that their care is not held at a high of a priority as your intake paperwork suggests they will be. It became apparent to us by the fourth appointment that something wasn't aligning between us. Still, we had chosen you as our midwife and we have remained loyal to our agreement with you from day one. Let me remind you that our contract that we signed for was an equal exchange of \$4,000 for the ultimate delivery of our baby boy, to which includes each appointment up to that point. As far as we have observed, you have breached contract by your refusal to provide all the services we paid for. We were astonished when you stated, "I cannot midwife this home birth with you, and you should consider going with a hospital birth," and were shocked at your accusation that we never intended to have a home birth and your using this STORY as a justification to not provide us with the home birth we hired you for. We never said

anything of the contrary to you, and we did intend to have a home birth the entire time. We do not just go around paying someone \$4,000 for a service and then all of a sudden change our minds and throw that money away. This was everything we had, and you took it and ran away! At the time that you made this accusation and indicated you would not be following through with our birth plan, you refused to talk to Jennifer or see her again with no cause for abandonment. That was clearly your admission to quitting on us, and we are going to hold you to your word of the signed contract between us. This email is our official request for a **FULL REFUND** for wasting our time with you and forcing us to hire a new midwife just one week before our baby was born at home on Tuesday, January 23rd.

I will now list the several alarming behaviors we noticed in your "care", and the reasons why you are in breach of contract:

1. I was made aware that you told Jennifer these exact words, "I don't see you and Miguel together. I see you with a doctor or a lawyer". Excuse me Maeve, I did not know you were a relationship expert qualified to make such an intrusive and disrespectful remark about our relationship. What kind of person tells the Woman you are supposed to be delivering her baby, that she should be with someone else? You've essentially stated that Jennifer is incompetent and cannot make her own choice of love, and this is duly an insult to me, the father of our child. This caused Jennifer unnecessary distress during her third trimester of pregnancy.
2. Upon meeting Ashley, our birth companion and Doula, you expressed discomfort with her presence and discouraged her asking questions. You whispered to us silently about her when she went to the bathroom, which was extremely awkward, uncomfortable and disrespectful. Our beloved friend is the responsible owner of the house where we are having our home birth, and she is an integral part of our Birth Team and family. We strongly encouraged her to ask as many questions as she feels the need for our safety and care. We were both told that our dear friend Ashley was manipulative and then you recommended us moving somewhere else. Again, I did not know you were such a relationship expert qualified to tell us who we can have attend our birth and where we should live. This again, caused Jennifer unnecessary distress during the final stages of her pregnancy, and it is appalling that you would try to disrupt the stable, loving and incredibly healthy environment, home and family we have created together.
3. On our final crucial appointment at 40 weeks pregnant, you were a **NO Show** and had your assistant call us later to inform us that you were not feeling well. There was a significant time delay before she got back with Jennifer to set up an appointment to see us the following day, and we had not received a phone call from you. This was extremely alarming to us, so Jennifer decided to go to the doctor and check on the baby as a result of your absence and lack of care. We did not know how long you would be absent and what you were going through, as we did not get any communication from you, our midwife we hired. Any loving parent who cares for their child would have done the same thing, as this is a standard practice.
4. Upon discovering that we went to one of our monthly hospital visits, you immediately began to scold Jennifer and make her feel as if she had done something wrong. You began to fabricate stories about how she was "secretly" seeing another care physician behind your back. There has never been any kind of agreement with you that stated we were only supposed to see you. At no point in our interaction with you did we EVER keep any of our doctor's visits from you, nor do we have an agreement that we are forbidden from seeing a doctor! We clearly communicated with you in the beginning that Jennifer had already been seeing a doctor long before we even met you, and that she felt comfortable continuing to get her labs and other routine check ups with them. You agreed that this was OKAY and that it would make your job easier anyways. Jennifer had even signed a release for you to contact her OBGYN as needed. Yet, you acted surprised that we would dare go see another physician, as if you own the rights to our primary and secondary care. You then called Jennifer a Liar with utter condescension. This name calling and horrendous treatment is absolutely mind boggling and disturbing. This again, was incredibly distressing to Jennifer.

5. You then denied any further communication with Jennifer and demanded to speak to myself, the baby's father. Now, I am not your direct patient, so this would violate patient confidentiality. Jennifer never signed a release for you to speak with me privately. Yet, you were so adamant at speaking with me because of some "concerns" you needed to address with me. How very strange that you could not say to Jennifer's face what you wanted to share with her baby's father. Absolutely inappropriate and deplorable treatment of my pregnant wife Jennifer, who was left in tears the entire duration of this day and the next day because of this stress by you refusing to speak to her until you speak with me! Then you did have a phone conversation with me the following day, and proceeded to inform me of the manufactured stories you have created about Jennifer's birth plan. You painted an elaborate picture of all these "deceiving" behaviors that Jennifer was allegedly engaging in by seeing a doctor for routine checkups (which we never kept secret from you). You pulled her Doctor's records, which is evidence that we were NOT hiding anything from you by the fact that we gave you consent to retrieve any of our records. You mentioned that Jennifer was Lying to me and keeping information from me, which is completely and ridiculously untrue, and not your business. You stated that we should start moving towards a hospital birth because of Jennifer's "instability and fear" of a home birth. Over and over you painted the same false picture of us wanting a hospital birth, putting words in both mine and Jennifer's mouth! You suggested that WE were the ones who deceived you by registering at the hospital and making them our "primary care physicians". You used this **AD HOC Fallacy** to cater to the Narrative you tried to sell me. You seemed to desperately want to hold on to these beliefs, despite all evidence that we diligently and tirelessly prepared for our sacred home birth by investing \$4,000 and ALL of our energy into this. You have completely fabricated a story that we were ditching you so you could dump your responsibility to finish our home birth plan. Let me repeat to you, Maeve, **AT NO POINT DID WE EVER EXPRESS TO YOU ANY INTENTIONS OF HAVING A HOSPITAL BIRTH. WE HAVE CLEARLY COMMUNICATED OUR DESIRE TO HAVE A HOME MIDWIFE BIRTH THE ENTIRE TIME.** At week 40, there is absolutely Zero cause for alarm and we did not switch our birth plan to something that is totally against our spiritual beliefs of a Natural Home Childbirth. Both Jennifer and I are appalled that you would completely make up this story to fit in with your Agenda to keep our \$4,000 and not perform the most important part of our home midwife birth. The fact that we are even having this conversation is disturbing! Bottom line is, **YOU LIED TO US ON A GRAND SCALE.**
6. You broke HIPAA by speaking to me about your interactions with Jennifer and revealing key medical details from her records with me. I am not your patient, Jennifer and you have a confidential relationship and your peculiar "private" conversation with me was totally inappropriate and a violation of our trust and her HIPAA rights.
7. In that conversation you stated that Jennifer is "having issues" and you illegally diagnosed her with "Anxiety". You recommended that she be prescribed Anxiety medication and Anti-Depression medication to help her with her "problems". You are not a Doctor or Pharmacist, and have no legal right to diagnose, prescribe or practice medicine! Under what authority and jurisdiction do you have any business diagnosing Jennifer and suggesting psychiatric medication?
8. As if all of this isn't enough to make anyone cringe by your lack of services, you began to repeatedly Harass and Scold Jennifer by sending several disrespectful texts messages. You proceeded with immature name calling, accusations, and reprimanding Jennifer for making an adult decision to go see a doctor after you failed to show up to our last appointment! The level of contempt you showed my family and our birth plan is deplorable. I am dumb founded by all this, and I have recently spoken to several midwives and the NTMA for advice on this issue.
9. Finally, I called you this past Sunday January 21st to inform you that we indeed were having a Home Birth and that your fabricated stories about us are **100% UNTRUE.** Then you blatantly lied again and said that "We fired you", which is ridiculous considering that you abandoned us at week 40 the moment you said the words "I can't do this home birth with you, and you need to switch to a hospital birth". Let alone everything you did to us after you said those words! These false comments "We fired you", came from you an entire day before Jennifer told you to stop messaging her. You also spoke to Jennifer with such vitriol and disgust immediately after that, which is completely uncalled for and unprofessional.
-

10. After doing some research, I discovered that you changed your name from **Jenee Ohrvall** to Maeve Northcross in the last year. I found a number of reviews from 2014 - 2017 where you had done this EXACT same thing to some of your other patients! I can't help but wonder if this is why you completed a legal name change, to hide your identity after you were exposed under that name. Your conniving tactics have been revealed in your reviews, and now we know the true nature of your intentions with our birth plan. This review says it ALL.

"Jenee Ohrvall is a Dishonest midwife! She will tell you anything to get you as a client and then do as little work as possible to get you to the 36 week mark so you can't get any money back. She tranfers over half of her clients to the hospital so you will also be out the cost of a REAL physician. If I had it to do over again, I would have gone with someone...Anyone else!!!

<https://www.ratemds.com/doctor-ratings/34999998/JENEE+M.-OHRVALL-FORT+WORTH-TX.html>



Dr. Jenee M. Ohrvall - Fort Worth, TX -
Midwife Reviews ...

www.ratemds.com

Dr. Jenee M. Ohrvall has a 3.8/5 rating from patients. Visit RateMDs for Dr. Jenee M. Ohrvall reviews, contact info, practice history, affiliated hospitals & more.

Dr. Jenee M. Ohrvall - Fort Worth, TX - Midwife Reviews ...

www.ratemds.com

Dr. Jenee M. Ohrvall has a 3.8/5 rating from patients. Visit RateMDs for Dr. Jenee M. Ohrvall reviews, contact info, practice history, affiliated hospitals & more.

Your response to that review sums up your AD Hoc arguments and justifications for your deceptive behavior, exactly what you did to us. Based on your own testimony that you did not care to midwife our home birth, and your complete disregard for our birth plan and wishes, we are demanding a **Full refund of \$4,000** for wasting our time with this horrendous treatment and lack of care. I expect after all these infractions against you and your practice, that you will do the honorable thing and return our investment for the home midwife birth that you failed to meet us on. I am hoping for a favorable response from you that indicates that you will provide a complete refund so that we may avoid disputing this in court. My Legal Team is awaiting your response to this letter as we speak. I am sorry we ever called you in the first place, and we unfortunately have nothing positive to say about you in any review. Please contact me as soon as possible for a responsible resolution.

<https://www.hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html>



Your Rights Under HIPAA

www.hhs.gov

Health Information Privacy Brochures For Consumers

Your Rights Under HIPAA

www.hhs.gov

Health Information Privacy Brochures For Consumers

Miguel and Jennifer Rae Herrera

Maeve Northcross Midwife

**Screenshot from Miguel Herrera's phone
the day after Maeve abandoned us.**

**This is the 20-minute conversation
we had where she violated HIPAA**

Jan 21 7:59 PM

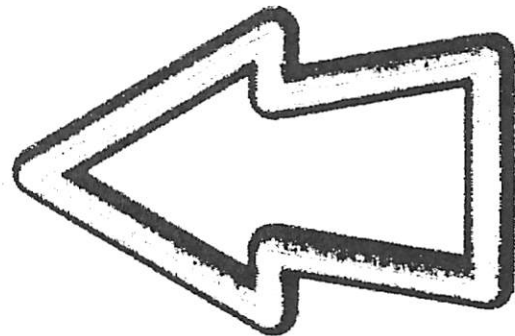
Outgoing call/record

1 m. to 47 sec

Jan 12 1:21 PM

Outgoing call/Mobile

10 min 5 sec



January 12

Text message/Mobile

In in the checkout at Home Depot. Call in a few min.

Menu

Log Out

AMERICAN EXPRESS
ONLINE STATEMENT

Nov 17, 2017 to Dec 17, 2017

Search

FOR OUR CREDIT CARD
TRANSACTION WITH MAEVE

Spend By: Category

Filtered By: All Categories

Table View

Business Services	\$3,955.98
Merchandise & Su...	\$259.60
Travel	\$82.97
Restaurant	\$43.17
Transportation	\$35.00
Fees & Adjustments	\$16.93

SHOWING YOUR CATEGORIES

Note: Data shown does not include Pending Charges or Payments

TOTAL: \$4,393.65

☐ The Rewards you've earned through special promotions may not be reflected below. You can view a l of your Rewards on the bonus summary page.

Posted Transactions

Billing Statements & Documents

Year-End Summary

DATE	DESCRIPTION	AMOUNT
DEC 17	Interest Charge on Promotional Balances	\$16.93
DEC 13	IN HIS HANDS BIRTH SUPPLY*IN HIS HANDS - LIBERTY HIL, TX	\$116.98
DEC 11	ONLINE PAYMENT - THANK YOU	-\$100.00
DEC 7	BUOYANT BIRTH - FRISCO, TX	\$259.60
NOV 26	CROWN PLAZA HTL - ASTN RS - AUSTIN, TX	\$29.98
NOV 26	EXXONMOBIL 4795 - AUSTIN, TX	\$35.00
NOV 26	FIREHOUSE SUBS # [REDACTED] - AUSTIN, TX	\$13.19
NOV 25	PRICELINE*HOTEL ROOMS - 800-657-9168, CT	\$82.97
NOV 19	MAEVE NORTHCROSS - Fort Worth, TX	\$3,839.00

1 - 9 of 9 Transactions

VIEW YOUR BILLING STATEMENT FOR THIS PERIOD

INTEREST CHARGE CALCULATION

PLAN IT - CREATE A PLAN

Previous Balance as of 11/16/17 \$9.61

Payments -\$100.00

Charges \$4,376.72

[PLAN IT - VIEW YOUR PLANS](#)

Fees	\$0.00
Interest Charged	\$16.93
Credits	\$0.00
New Balance	\$4,303.26
Minimum Payment Due	\$60.00

Closing Date: 12/17/17

Payment Due Date: 01/11/18

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MOORE CONSTRUCTION CO.

1510 Randolph St. Suite 101
Carrollton, TX 75006

www.MooreConstructionCo.com

Fax

Date: 2 / 7 / 18

TO: TOLR - Complaint Form FROM: JENNIFER AND MIGUEL HERRERA
COMPANY: PAGES: 11
FAX: (512) 539-5698 FAX: 972-820-7970
PHONE: PHONE: ~~972-820-5959~~ (469) 243-6375

CC:

RE:

COMMENTS:

COMPLAINT FORM FROM JENNIFER
AND MIGUEL WITH SUPPORTING DOCUMENTATION
OF BREACH OF CONTRACT, ABANDONMENT,
AND HIPAA VIOLATION BY MAEVE NORTHCROSS.
AMONGST MANY OTHER ILLEGAL AND

☒ Urgent

☒ Please review

☐ Please comment

☐ For your records

DESPICABLE ACTIONS COMMITTED BY

THIS FRAUD CON-ARTIST.

PLEASE CALL MIGUEL TO DISCUSS.